

OA III - Field
4/1/98

POSITION DESCRIPTION FORM (PD-OSS-93)

Approved Classification: _____

STATE OF NORTH CAROLINA

Effective Date: _____

OFFICE SUPPORT SERVICES OCCUPATIONAL GROUP

Analyst: _____

(PD-OSS-93)

(This Space for Personnel Department Use Only)

1. Present Classification Title of Position Office Assistant III	7. Pres. 15 Digit Pos. No. 425003050203339
2. Usual Working Title of Position Office Assistant III	8. Department, University, Commission, or Agency NCDOT
3. Requested Classification of Position Office Assistant III	9. Institution & Division Division of Highways
4. Name of Immediate Supervisor	10. Section and Unit Location & Surveys
5. Supervisor's Position Title & Position Number TES I	11. Street Address, City and County 1020 Birch Ridge Dr., Raleigh, Wake Co.
6. Name of Employee	12. Location of Workplace, Bldg. and Room No. Century Center

See specific instructions attached for completion of Section I through V.

Certification: Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification - I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature: _____ Title: _____ Date: _____

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Personnel Director's Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: _____ Date: _____

STATE OF NORTH CAROLINA

OFFICE OF STATE PERSONNEL
OFFICE SUPPORT SERVICES GROUP

Instructions for Completion of Position Description Forms (PD-OSS-93)

In State Government it is the responsibility of managers, administrators and supervisors to structure the organization, design positions and assign work to deliver program services in the most effective way. A vital part of this process is the preparation and use of position descriptions.

The attached Position Description Form is used by your department, your personnel office and the Office of State Personnel to obtain complete and factual information concerning the work assigned to positions. The form and these instructions have been designed with a format to (1) enable and aid managers and supervisors in describing their subordinate positions, (2) provide relevant and adequate information for the position classification process, and (3) provide management with a tool which is invaluable in other management functions, including recruitment and selection, orientation, work planning, training and others.

General Instructions: First, please read the instructions completely and examine the blank form. Second, complete the identification information requested in Blocks 1-12 in the spaces provided on the blank form. Next, describe the responsibilities and duties of the subject position in your own words in accordance with the specific instructions provided below for Preliminary Preparation and for Sections I through V. It is essential that this information be complete and accurate. Use additional paper for completion of Sections I through V. These Sections should be typed or completed on a word processor by using the same number and heading format as that shown on the instructions.

Upon completion of the entire description, sign and date the form in the space provided on the preceding page. The position description should be completed by the supervisor. The description should be reviewed with the employee for his/her acknowledgement of it as a complete and accurate description of assigned responsibilities and duties, and signed by the employee in the space provided. Any differences should be resolved at this time. The form should then be referred to the higher levels of management for their review, approval and signature as further provided, or further clarification or correction if needed. Three copies of the form should be prepared. The original and one copy should be forwarded to your agency personnel office and the third copy retained in your departmental files or as otherwise instructed.

Preliminary Preparation: The following Four Step Method has been designed to aid you in gathering reference materials and organizing the information you will need to describe the responsibilities and duties of the position:

1. Review available program data, work methods, existing work plans, procedural standards or guides, written instructions, etc., which are relevant to the position.
2. Review the organizational structure and determine how any changes have affected the position.
3. Identify the major responsibilities of the position. Responsibility is accountability for procedures, solutions, programs, services, and decisions.
4. Define the duties and tasks using the questions provided. Duties are the component elements or actions assigned to a position. Duties are made up of tasks. Tasks are the most basic element of work. A task can be defined as an action or action sequence to accomplish an objective.

SECTION I: GENERAL INFORMATION

The following questions are designed to provide a general description of the organizational unit to which the position is assigned, the reason the position exists, reporting relationship and special work considerations. It is important that you, as the supervisor, provide clear and complete answers written in a narrative format about the position which is being described. Answers should be as concise as possible.

- A. Give a general description of the organizational unit to which this position is assigned. Include purpose of the unit, types of activities and services provided, and other general information that will provide understanding of the overall scope of operational activities. Include any unusual aspects of work schedule.
- B. What is the major purpose of this position, and what percentage of time does it occupy? If more than one purpose exists, rank in priority order with approximate percentages of time.
- C. Does the position perform duties for individuals other than the immediate supervisor? Give name and title of these persons and indicate percentage of time spent working from them.
- D. Explain any requirements for adjustment to sudden changes in the work environment and flexibility in learning new office procedures. Include examples.
- E. What changes have occurred in duties and responsibilities of the position or organizational structure since the position classification was last reviewed?

SECTION II: DUTIES AND RESPONSIBILITIES

Complete Section II by answering questions in the areas of work that apply to the position. Duties in all areas listed may not be present in every position. For those areas or questions that do not apply to the position, indicate by N/A. Place an asterisk (*) to the left of each essential job function. Essential functions are the fundamental job duties, meaning the position exists to perform the function; there is a limited number of employees among whom the performance of the function can be distributed; and/or the incumbent is hired for expertise or ability to perform the function due to its high specialization. The Americans with Disabilities Act of 1990 (ADA) and associated Federal regulations protect qualified individuals with disabilities from discrimination in all areas of employment. To be considered qualified, an individual must be able to perform the essential functions of a position, with or without reasonable accommodation. It is imperative that essential functions be identified appropriately so that there is no discrimination against persons with disabilities. Please read all questions before beginning.

A. PUBLIC CONTACT (Nature, scope, purpose, and frequency of personal contact with persons within the agency, other agencies and organizations, and the general public.)

Explain the types of public contact and/or reception duties performed with persons inside and outside the department, either in person or by telephone. Include:

- examples of the kinds and variety of information given and the persons or groups with which position has regular contact.
- extent of information position is allowed to give.
- responsibilities for establishing appointments, travel and itineraries, or schedules.
- duties for arranging meetings and conferences. Indicate the types, size and location, purposes and frequency of these. Describe the position's duties from initial planning or recording, reporting, and follow-up actions.
- examples of information obtained to establish records or to initiate or continue a process.
- examples of searching for and resolving requests for information or expediting the flow of information.

B. RECORDS AND REPORTS (Include all major processing steps from receiving the document to final processing.)

1. What types of records and forms are maintained by this position? What forms are processed? Include.

- specific duties and steps performed by position in processing these records and forms. In explaining the duties, use action verbs such as: sort, match, assemble review, compile, verify computer, reconcile, interpret, and process.
- describe any conclusions, determinations, or actions initiated in the processing of records or forms?

2. What questions and/or problems are resolved by the position while completing these records and forms?

3. What types of reports, or parts of reports, are prepared? Include:

- examples of the kinds of reports which position prepares. Explain the purposes, frequency, and deadlines of these reports.
- the method of gather and preparing information for the reports.
- ultimate use of final reports.
- role in determining subject matter, format, and conclusions of reports.

C. COMPOSITION (Composing and drafting documents - not typing or transcribing.)

1. Explain the kinds and variety of items (letters, memos, directives, speeches, agendas, narrative reports, publications, etc.) position composes, writes, or drafts. Include:

- work assignment and kind of instructions given
- the use technical or specialized vocabulary (medical, legal, engineering, scientific, foreign, etc.).
- the kinds of editorial duties performed, including proofreading for spelling, punctuation, and grammar, and rewriting or revising passages for grammar, format text, tables, illustrations, etc.

2. Discuss the resources used in composition and how and when they are used. Include specific guides, personal interviews, operating procedures, reference books, persons, statutes, files, etc., used.

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D. OFFICE EQUIPMENT OPERATION (Operating any office machine to process or complete work.)

1. What kind of typewriter, word processor, or computer is used in the work? List the types of software packages used and describe the capabilities, operational characteristics and functions required to be performed with each.
2. List the kinds and variety of materials (envelopes, letters, articles, tables, graphs, reports, etc.) processed. Include:
 - condition of information received for typing, i.e., rough or handwritten copies, machine dictation, accompanied by verbal instructions, etc.
 - use of technical or specialized vocabulary (medical, legal, engineering, scientific, etc.).
 - formatting, revising, and/or editing of materials.
3. What other office machines are regularly used? Explain work which requires the use of the machines. Indicate percentage of time used.
4. Explain decisions made regarding the use of automated office systems to carry out and problem-solve work assignments, hardware/software selection; use of data bases and spreadsheets; format, spacing, and arrangement of information.
5. To what extent is typing and office equipment work reviewed by others?

E. FILES (Retaining, filing, accessing, and/or managing the work unit's collection for forms, records, papers, and/or reports.)

Explain files duties. Include:

- arrangement of materials prior to filing.
- type of filing system used (alphabetical, numerical, chronological, by subject, or other method).
- kinds of information obtained from the files.
- compilation of data from the files.
- source of request for information from the files.
- monitoring, problem-solving, and/or modifying files.

F. MAIL (Incoming and outgoing correspondence, documents, packages and applications).

1. From whom within the agency does position receive the mail?
2. Describe processing of mail before position receives it.
3. List and explain duties in screening and processing incoming and outgoing mail (correspondence, packages, applications, etc.). Refer to Records and Reports if this overlaps.

G. SUPERVISION EXERCISED (If Applicable)

Complete this Section by answering questions that apply to the position under your supervision. For those questions which do not apply, please indicate by N/A.

1. List the positions supervised. Include position number, employee name, and position classification.
2. Describe the general nature and variety of work supervised in the unit. Include the relative degree and frequency of change in work methods, progress, and goals.
3. Discuss role in organizing the flow of work, making changes in the work procedures, and establishing standards. Discuss final approval of these changes.
4. Explain role in planning, assigning, and reviewing the work of other employees, including work delegated to lower level supervisors. Include problem resolution and researching unusual questions.
5. Does the work include the responsibility for preparing and explaining guidelines, procedures, or work rules? If so, explain these duties.
6. What is the position's role in the following personnel functions: recruiting; selection; orientation; employee discipline; grievances; performance evaluations; promotions; salary increases; time records; explanation of such personnel policies as wage and hour, overtime, and position classification?

7. Explain any training role of the position including formal and informal orientation, process or procedural definitions, precepting, development of training materials, etc.
8. Is the position responsible for the work of more than one shift? If so, explain the time of the shifts and the number of employees on each shift.
9. Does position supervise a temporary or part-time work force (including student workers and volunteers)? Why is it temporary or part-time? Give approximate number of employees, their classifications, and the approximate length of time the work force remains under your supervision.
10. If any employees supervised are located in different buildings or geographic locations, list position number and title, location and impact on this position.

H. OTHER (Any other work performed)

1. Describe work performed under pressure, stressful conditions, or urgent deadlines. (Frequency: Daily, Weekly, Monthly, Quarterly.)
2. Describe repetitious work that is continuous and high in volume.
3. Explain other duties not already discussed in the answers to previous questions.

SECTION III. PERCENTAGES OF TIME BY FUNCTIONAL AREA

Estimate the percentage of time spent in each functional area. The total percentages of the time should equal 100. Rank the functions according to order of importance (1 being most important).

SECTION IV. ADDITIONAL CONSIDERATIONS

A. SUPERVISION RECEIVED

1. To what extent is the work in each of the functions supervised. Explain whether it is administratively and/or technically supervised. Include instructions, guides or references used in performing work.
2. If position is supervisory in nature, describe the degree of independence with which the position exercises its supervisory responsibilities.

B. RESOURCE AND GUIDELINE AVAILABILITY

1. Explain available resources and guidelines (verbal and written) and use in carrying out work assignments, making choices and decisions, and solving problems.
2. If resources and guidelines are unavailable, explain what program or operational knowledges are needed and their use in carrying out work assignments, making choices and decisions, and solving problems.

SECTION V. QUALIFICATIONS REQUIRED

Considering only the essential functions of the position, address the following statements and questions concerning the beginning, or entry, (A) Knowledges, Skills and Abilities, and (B) Training and Experience Requirements. Do not consider duties which a new employee would be trained on-the-job to perform.

- A. Indicate the knowledges, skills, and abilities which you think are necessary to perform the work assigned to this position.
- B. For entry into the position, indicate the type and minimum amount of training and experience necessary to perform the work assigned to this position. Keep the work assigned in mind rather than the qualifications of the individual who now occupies the position.
- C. Indicate the length of on-the-job training required to become fully able to perform the duties and responsibilities of this position (e.g., one month, six months, one year, over two years).

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SECTION I: GENERAL INFORMATION

- A. The Location and Surveys Unit consists of 192 positions and varying temporary positions on a statewide basis with 16 subgroups and 13 field survey groups. The administrative staff is located in the Raleigh central office as well as the Property Survey, PEF and Technical Support groups. The purpose of the unit is to make, or cause to be made, preconstruction engineering route location surveys as will be necessary for the planning, design and right of way acquisition of highway projects throughout the state to implement the Transportation Improvement Program.
- B. This position will be staffed in one of our 16 subgroups. The immediate supervisor will be the Locating Engineer (TESI) or Transportation Engineer II. Responsibilities include answering incoming telephone lines, typing, filing and typical receptionist type duties for the Locating Engineer and his staff which consists of 8 to 20 permanent positions and varying temporaries.
- 45% Responsible for typing correspondence and miscellaneous project reports, material received reports for office rent and utilities, new employee documentation and project transmittals. Typing and filing forms such as PEF contracts, performance management forms, preparing and maintaining PSD records, approved PEF lists. Typing letters to attorneys/others on PSD claims and other official correspondence. This may include Court House or other types of records retrieval.
- 20% Handle incoming calls for office as well as assisting any visitors to the field office.
- 10% Maintains and processes administrative records such as FR 01's and FR 11's.
- 5% Typing and distributing safety documents, including minutes of the monthly safety meeting, audits reports, documentation for incident reporting and investigation and workers compensation forms. Maintaining active file on material safety data sheets (MSDS)
- 10% Responsible for the file maintenance and management, including hard copy administrative files, computerized files and NCDOT manuals (Personnel and Field Fiscal).
- 3% Serve as contact person for filling vacant positions. Will receive applications. Check for thoroughness, return if additional information is needed, transmit the packet to Qualification Review Section, receive the packet from the QRS and deliver to the interviewer.
- 2% Ordering supplies for the group and maintain the records of materials received.
- 5% Other duties as requested by supervisor or other managerial personnel.
- C. Position is the only clerical/secretarial position in the work group and is support for the group. Most duties relative to position are performed under the supervision of TES I.
- D. Work is time demanding. Duties are consistent but individual tasks vary considerably because of continual changes in a highly technical environment. Software upgrade such as the current move to Windows '95 is an example of the flux in computer software.
- E. The additional duties being the contact person for the group to collect, date stamp, check and compile applications for vacant positions.

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SECTION II - DUTIES AND RESPONSIBILITIES

A. PUBLIC CONTACT

There is to some public contact with individuals applying for positions, departmental personnel, employees in other DOT agencies, vendors supplying materials to DOT, employees of local governments, property owners calling the field office, and persons calling for general information and direction. Information given is generally restricted to on going activities and itineraries of supervisors and staff. This employee does not develop itineraries. Arrange meetings and conferences only when directed.

B. RECORDS AND REPORTS

1. Time records and project costs are maintained daily on form FR-11, "batched" and transmitted to Raleigh Central Office bi-weekly, forms FR-01, field payroll worksheet, are compiled and forwarded to Raleigh Central Office bi-weekly.
Mileage forms for DOA vehicles (FR 12) are totaled, checked and transmitted to the Raleigh central office monthly.
Forms 600 expense and Form 1012-E are verified, calculations checked, and transmitted to Raleigh monthly.
Forms GA 26, travel advance, are prepared as needed and sent to Raleigh for approval.
Personnel action forms PO 600 & PO 700 are typed and forwarded to Raleigh for processing.
PEF Invoices are marked for payment and filed.
PEF Approval listings are received regularly and filed, often replacing old firms with new firms.
Property Surveys records, transmitted from NC Attorney General's office, are marked as received, copied and filed for on-going activities, and passed on to supervisor for action. After completion of exhibit, files are updated and filed with completed files.
2. Preparation of forms is usually from readily available data. Questions pertaining to appropriate project charge are resolved by immediate supervisor.
3. Enter project status for all active projects in the group, as well as, projects being completed by Private Engineering Firms into group data base for Location Status Reports. Data is obtained from field supervisors and/or private firms. Report is used by management to verify project schedules and make adjustments when necessary.

Enter status of field surveys for property litigation claims into group data base. These are updated bi-weekly

This employee enters project data into proper computer files to develop pole data attribute files, appraisal data, property ownership and title information, right-of-way area data sheets, index for deed books and compiles deed books in alphabetical order. This data is provided by engineers and technicians.

C. COMPOSITION

This position must be able to edit and assist Locating Engineer in preparation of correspondence and reports. Also position serves as the final line of review for grammatical and spelling areas prior to being mailed out. This position does not prepare initial drafts.

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D. OFFICE EQUIPMENT OPERATION

1. Must be able to operate a Typewriter, a personal computer and printer. Software includes but not limited to Microsoft Word, Excel, Access, Pegasus (e-mail), Mainframe applications, NCDOT, CICS. Intranet/Internet software used.
2. Most correspondence is handwritten draft that needs to be put in memo or letter format.
3. Personal computer (30%), telephone/fax (20%), mainframe terminal, calculator, copying machine (35%).
4. N/A
5. Once the typing is completed, proofread and changes made, the material is forwarded to the appropriate person(s) for final review and signature.

E. FILES

The project correspondence is filed numerically relative to TIP number, project numbers and alphabetically according to particular counties. Filing involves technical data as well as administrative correspondence and personnel information. Filing system is designed, set-up, and maintained by this position.

F. MAIL

1. The incoming mail is delivered daily, and outgoing mail is picked up daily by the NCDOT Courier Service. Any mail received is for that office. No additional forwarding of mail is necessary.
2. The mail is sent from Raleigh and is sorted by the Courier Service then forwarded to the field office, once received it is processed and distributed.
3. All mail is opened by office assistant for the Locating Engineer (supervisor). The mail is stamped with current date and distributed. If it is stamped with PERSONAL or CONFIDENTIAL, it is not opened.

G. SUPERVISION EXERCISED

This is not a supervisory position. There is no supervision of others.

H. OTHER

1. N/A
2. N/A
3. Assist employees with medical, retirement and various reimbursement forms

SECTION III - PERCENTAGES OF TIME BY FUNCTIONAL AREA

Functional Area	Percentage Based on All Functions	Rank of Importance	Functional Area	Percentage Based on All Functions	Rank of Importance
Public Contact	<u>20</u>	<u>2</u>	Files	<u>5</u>	<u>4</u>
Records and Reports	<u>40</u>	<u>1</u>	Mail	<u>5</u>	<u>5</u>
Composition	<u>10</u>	<u>6</u>	Supervision	<u>0</u>	<u>0</u>
Office Equip-ment Operation	<u>15</u>	<u>3</u>	Other	<u>5</u>	<u>7</u>

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SECTION IV - ADDITIONAL CONSIDERATIONS

A. SUPERVISION RECEIVED

1. 90% of the correspondence is technical in nature. Any special instruction of reference used in performing this work will be given by the Locating Engineer. Direct daily instruction is provided by the Locating Engineer.

2. N/A

B. RESOURCE AND GUIDELINE AVAILABILITY

Manuals on office equipment and software are available for reference. Dictionary available.

SECTION V - QUALIFICATIONS REQUIRED

Knowledge of general office operations, skill in operation of a personal computer and typewriter and the ability to effectively handle telephone and public contact. High school graduate with one year of related secretarial/clerical experience or training. 3 month exposure to types of forms and work activities required to become fully able to perform duties and responsibilities of position.